

# ServiceLink Annual Report State Fiscal Year 2004

July 1, 2003 to June 30, 2004



Connections for Independent Living  
and Healthy Aging

Toll Free 1-866-634-9412

[www.servicelink.org](http://www.servicelink.org)



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## VISION

**ServiceLink envisions communities that empower and support citizens to make the personal decisions, plans and social connections that allow them to live as independently and fully as possible.**

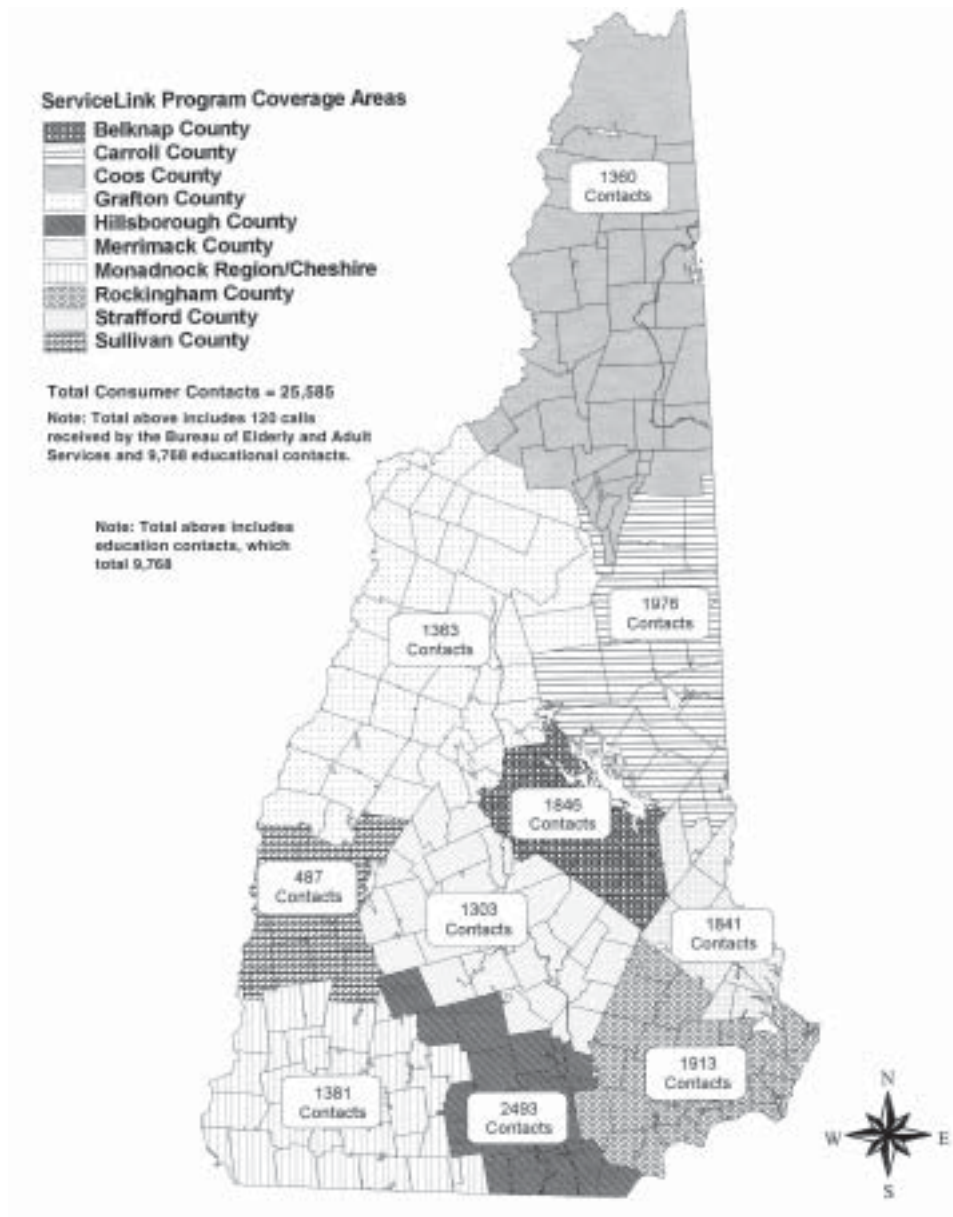
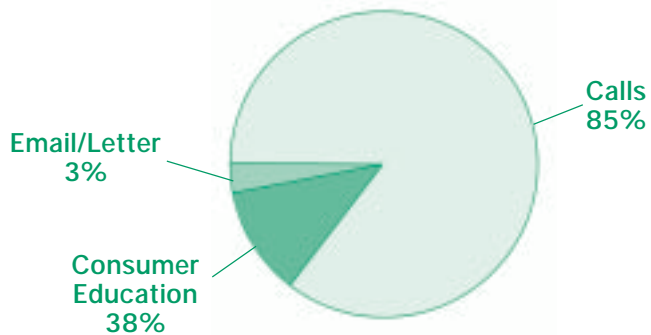
## STATEMENT OF PURPOSE

**New Hampshire ServiceLink is a network of ten community based ServiceLink programs and forty-seven satellite offices with the common purpose of providing information and supportive referrals about resources for older adults, adults living with disabilities, chronic illness, and their families and caregivers.**

# NEW HAMPSHIRE SERVICELINK

## Consumer Contacts by ServiceLink Area

Statewide Contacts

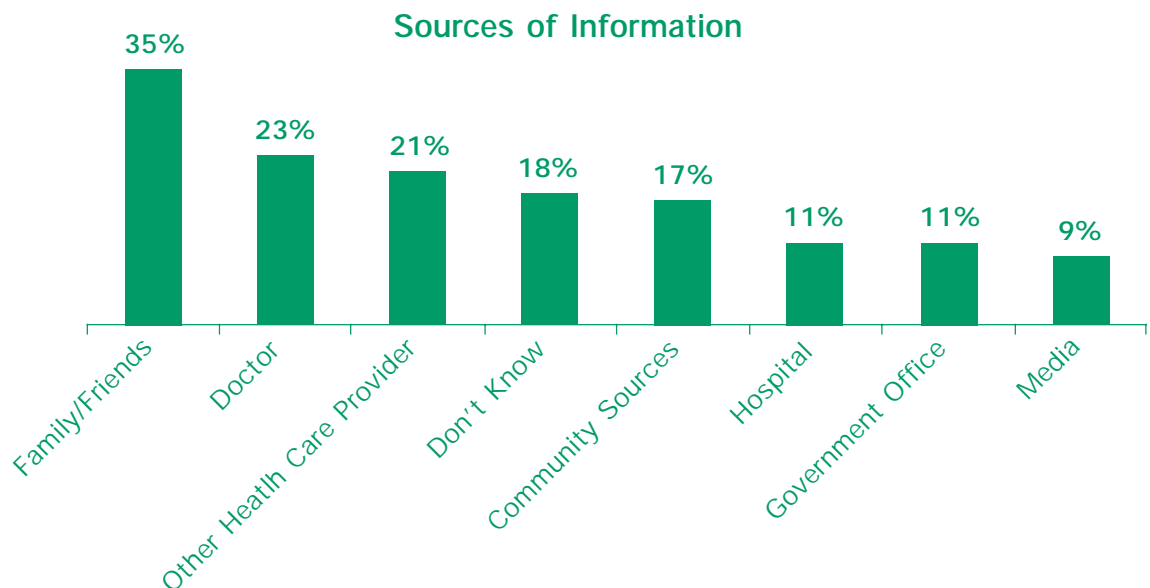


# SERVICELINK MEETS THE CHALLENGE

## THE CHALLENGE:

Over the next several decades, the number of Americans needing long-term care (LTC) will reach unprecedented levels. The leading edge of the baby boomers will begin to turn 60 within two years and for the next three decades the 60+ population will be significantly larger than today. How easily they will be able to secure the care they need will depend on their ability to navigate the complex maze of services, providers, insurance coverage, and payment options that make up the long-term care system. The process of obtaining long-term care is further complicated by two overriding factors: (1) most Americans do not begin to explore long-term care choices until their need is urgent; and (2) there is no single, authoritative source of information on long-term care options.

Raising the awareness of LTC information and the understanding of options among consumers is a challenge. Many adults who are likely to need long-term care information in the next few years lack substantial knowledge about LTC. Communities seeking to bridge these information gaps are likely to face further challenges in improving awareness of LTC issues, since consumers turn to a wide variety of sources for information.<sup>1</sup>

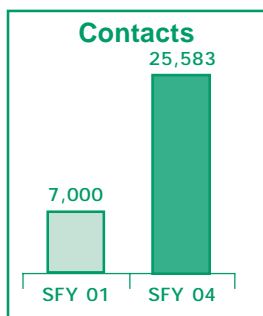


The ServiceLink Network is proving that it can meet these challenges by offering consumers a national toll free number that can be used to access reliable information about local and statewide services and supports about long-term care options. Since its inception in October 2000, ServiceLink has strived to improve communication and collaboration among long-term care service providers and statewide/community organizations, to promote a “no wrong door” approach. This facilitates access to long-term care services and fosters consumer choice so that consumers can make informed decisions about needed LTC services.

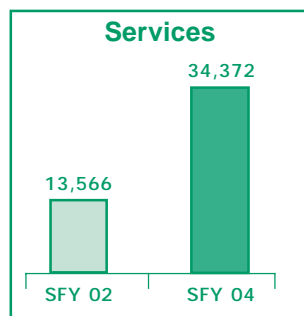
# ACCOMPLISHMENTS

Through the collective efforts of the ServiceLink Leadership Council, Quality Council, Data Collection Team, and the program staff, the following statistics document the progress of ServiceLink since October 2000.

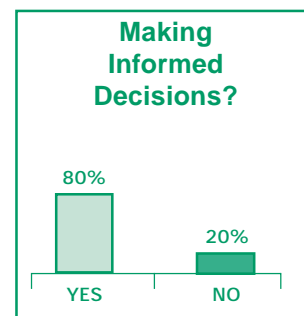
- Responded to over 50,000 inquiries
- Provided public education to over 28,000 consumers
- Conducted 1,400 public education sessions
- Contributed 37,000 hours in volunteer time
- Visited 4,500 consumers in their homes or a community setting to provide LTC education



\*Contacts collected as of 2000



\*Services provided as of 2001



\*Consumer Satisfaction Surveys as of 2003

The **Contacts Chart** above demonstrates a 260% increase in program activity since the program began in October of 2000. The total contacts for SFY 04 includes the number of consumers who contacted ServiceLink by telephone, written correspondence, email, or by walking into the office or attending public educational activities.

The **Services Chart** above shows an increase in various services provided to consumers. Types of services include information, support in locating resources, education, home and community visits, and scheduled appointments. In the past three years, the program has increased the amount of services provided by 153%. The amount of assistance provided to consumers has increased by over 25% since SFY 03.

The **Making Informed Decisions Chart** shows that supporting individuals in making informed decisions and remaining in charge of his or her own future is a goal of ServiceLink. In SFY 04 ServiceLink documented outcome measures pertaining to the results of information given to consumers. Of the consumers who responded to the question: Did the assistance from ServiceLink help you make more informed decisions?

## *Medicare Learning Centers*

People can access Medicare information through the Medicare Learning Centers located at ServiceLink sponsored sites. Each location includes a library of Medicare publications, and a computer with Internet access to Medicare and other informational web sites pertaining to aging and caregiving. This year, ServiceLink has documented a 50% increase in use of Medicare Learning Centers.

# NEW HAMPSHIRE FAMILY CAREGIVER SUPPORT PROGRAM

The New Hampshire Family Caregiver Support Program is a collaborative effort of the Bureau of Elderly and Adult Services and the ServiceLink Network. The goal of the program is to provide much needed support, information, and access to education and respite programs to family caregivers.

During the past year ServiceLink:

- Assisted 1,955 caregivers identify and obtain local supportive services.
- Conducted 252 NH Family Caregiver educational activities.
- Enabled 2,154 consumers to participate in those activities.

The next few paragraphs highlight activities from around the state.

*ServiceLink of Belknap County* provides caregiver education and support through an innovative program developed by a committee of citizens and providers. A part-time Caregiver Advocate provides individual support, information, referral and assistance in connecting to services. This Caregiver Advocate is a former caregiver herself and understands the challenges of caregiving. In addition to the Caregiver Advocate, a Family Caregiver Network was established. The Network provides a variety of supportive and educational services including: access to all members of the network through e-mail, phone or face to face contact (currently 205 members), support groups, monthly newsletter, educational mailings, access to a caregiver lending library, quarterly socials, and caregiver education and training events. Volunteer caregiver advocates (Network members), with the assistance of ServiceLink provide network services. The goal of the Network is to become self-sustaining, with ServiceLink providing supports as needed.

*ServiceLink of Grafton County* has started and continues to facilitate four new Caregiver Support Groups throughout the County. Some of these support groups meet twice a month and some meet monthly. The Alzheimer's Association of Vt. and NH are training each of the facilitators of these groups.

*ServiceLink of Hillsborough County* promotes caregiver support systems through the development of its web-based calendar of educational events and support groups. There are seven support groups operating in the Nashua area and eight support groups in the Manchester area. (To see their calendar of educational events and support groups go to [www.servicelinkhillsboroughcounty.org](http://www.servicelinkhillsboroughcounty.org) and click on calendar.)

*ServiceLink of Rockingham County's* satellite in Derry has used local news papers and Public Access TV to promote caregiver issues. It has promoted caregiver information at local exhibit functions and health fairs, and medical practices. In Portsmouth at the NH Air Guard, Rockingham County ServiceLink also provided a 6 session Family Caregiver series. Rockingham County has used the ServiceLink Caregiver video to promote caregiver issues by distributing copies to local NH Representatives and Senators, by having it shown on local Public Access TV in the Derry/Salem area. The Seacoast area staff is planning on using videos to provide education to medical practices to educate and inform local physicians and staff on caregiving issues and community services available to caregivers.



# YOU ARE YOUNG AT ANY AGE IF YOU ARE PLANNING FOR YOUR FUTURE

Personal decisions and informed choices are cornerstones of the ServiceLink Network. In the last year ServiceLink held over 490 educational sessions on topics related to long-term care as well as NH Family Caregiver activities. Through these educational sessions, 9,000 people learned the importance of making plans to ensure their independence for their future year, examples of sessions provided all a variety of wellness/prevention topics, LTS Planning, financial planning, caregiver support, volunteer opportunities.

As a result, ServiceLink has made a positive impact in the lives of thousands of people, through information and referral and public education. Since October 2000, ServiceLink has enabled over 50,000 consumers to make connections to needed services.

The following stories are prime examples of the valuable contributions ServiceLink has provided to the citizens of New Hampshire



**“ServiceLink is dynamite!”**

**-Sandra, Carroll County Consumer**

*Sandra is a sixty-two year old Carroll County resident who has always been independent and lives in her own home. Unfortunately, she suffered a stroke losing the use of her right arm and mobility in her leg. Sandra’s speech was also affected by the stroke making it difficult to communicate. She is determined not to go to a nursing home, but to stay in her own home with her cats and dogs.*

*With no family or friends to help her, ServiceLink of Carroll County worked with Sandra on her monthly financial management. Sandra was finding it difficult to write checks because she had the loss of use in her right arm. ServiceLink has assisted Sandra with this task at her home. Sandra states, “ServiceLink is dynamite! It is hard for me to do my checkbook. I couldn’t do it with out the resources of ServiceLink.” Sandra now has a comfort level in knowing that when she needs assistance she can count on ServiceLink to be there for her. The help from ServiceLink has in part allowed her to remain in her home and live independently in the community that she loves.*

# YOU ARE YOUNG AT ANY AGE IF YOU ARE PLANNING FOR YOUR FUTURE



Esther is an 82-year-old independent woman who has been living on her own for more than 30 years. She has many friends in the local community but all of her family is out of state. She planned for her future and with a small pension and social security benefits has managed to live relatively comfortably. She continues to work in her wood working shop and gardens each day at the home in which she has lived for over 30 years. Esther had planned to remain in her own home for the rest of her life. Life circumstances changed however. Esther does not own the home and the owner is putting the house on the market. As a result, Esther will be homeless in early spring. The land-lord contacted ServiceLink, knowing that Esther would need help in finding a new home and also knowing that, being the independent, self sufficient person that she is, Esther would not likely ask for help.

ServiceLink has been working with Esther for several months now. Applications for subsidized housing, section 8 and other local housing opportunities have been completed. ServiceLink has also helped Esther to explore other choices. Through the Medication Bridge Program she will now save approximately \$250/month for prescription medications. She is applying for Fuel Assistance for the first time and will be able to receive help in paying her Medicare premiums. These cost savings to Esther will allow her to continue to afford rental housing in the seacoast.

Esther had planned for her future, remained independent and had never considered receiving assistance from anyone. ServiceLink has been there to help her to meet the changes in her life and will continue to follow up with her to ensure that this transition is successful for her. According to Esther, "I don't know what I would have done without ServiceLink."

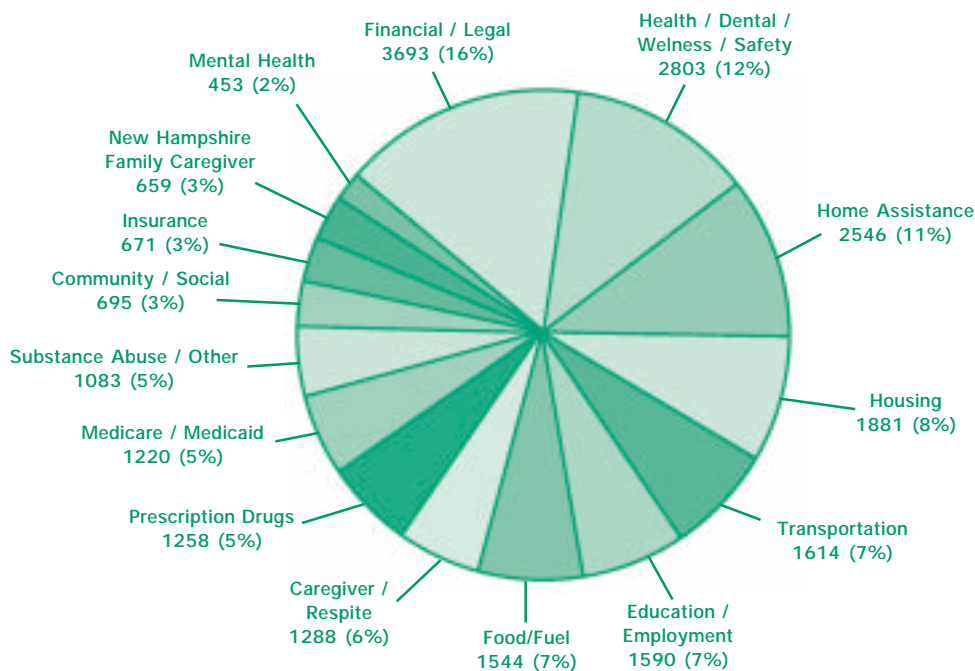


# CONNECTIONS FOR INDEPENDENT LIVING AND HEALTHY AGING

Through information and supported referral, ServiceLink assists NH individuals and families to make connections to available services. ServiceLink Provides information and service referrals that support healthy, independent living and the ability to make informed choices. The following is a chart depicting the categories people have inquired about over this past state fiscal year.

Connections by Category SFY 04

Total = 22,998



There continues to be a strong need for help in finding resources regarding financial/legal issues. Examples of resources include the low and moderate income tax relief program, emergency funds, and resources that assist with financial planning, legal issues, advance directives and guardianship questions.

The second highest category of inquiry continues to be health, wellness and safety. This category speaks to the overwhelming need to educate the public about prevention, protection, and healthy aging. ServiceLink plays a significant role in fulfilling this need. The majority of the referrals made by ServiceLink are to of non-governmental providers/agencies.

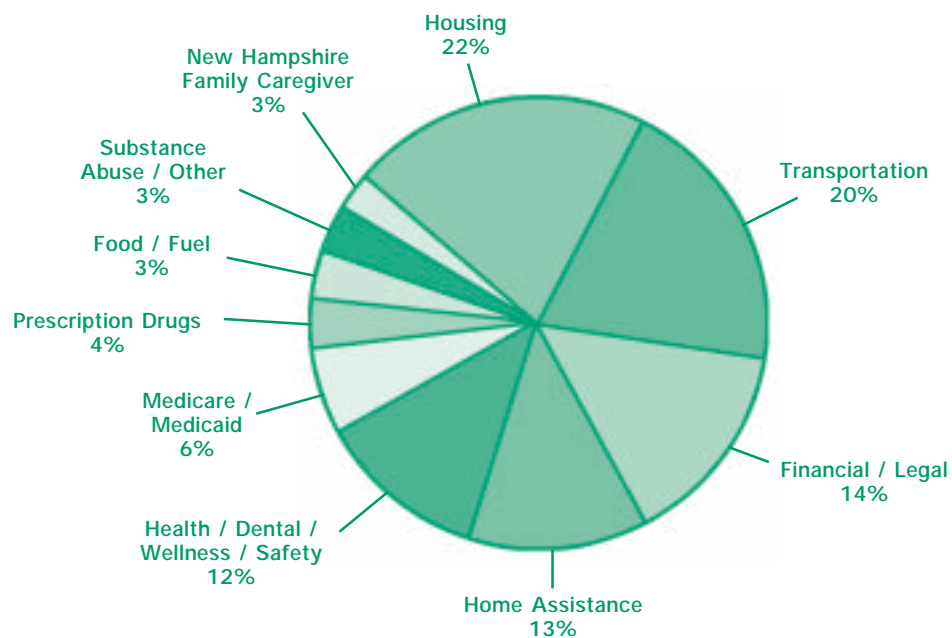
There has been a 2% increase from SFY 03 to SFY 04 in the number of Medicare/Medicaid inquiries, mainly due to the important changes to the Medicare program. ServiceLink has spent a significant amount of time educating consumers on the changes and the new choices regarding prescription drug savings.

# BARRIERS TO CONNECTIONS FOR INDEPENDENT LIVING AND HEALTHY AGING

There is often a direct relationship between inquiries and a lack of services offered in the community. The relationship between the measure of need and the service gaps ServiceLink has been able to identify is visible in the graph below.

By identifying service gaps through follow-up of referrals and the collection and analysis of program data, ServiceLink is able to recommend ways to strengthen local systems of long-term support. The following graph demonstrates the program data that assist in making those recommendations for stronger systems of long-term support.

ServiceLink Top 10 Consumer Reported Gaps SFY 04



Twenty-five percent of gaps are because individuals are not eligible for state/federal programs that require means testing. The next highest reported reason for unavailable services is that many programs have a waiting list or staff shortages. Programs may have a waiting list due to a growing demand for services causing them to not have the capacity to provide these services at the time of the request.

# SUCCESSFUL COMMUNITY PARTNERSHIPS

ServiceLink has been successful in building community partnerships, that ensure local support and integration of beneficial services throughout NH. This success is in part due to the support given by private and non-profit provider agencies, local businesses, and the people who rely on ServiceLink services. These local community partners around the state share in the vision of ServiceLink and actively support the program by contributing support in the form of skills, time, space, and equipment.

**ServiceLink SFY 04 Revenues**  
Total = 1.36 million



**This chart demonstrates the measure of support for ServiceLink on a public and private level.**

**The total ServiceLink operating budget for SFY 2004 was \$978,938.**

**The Bureau of Elderly and Adult Services requires a 25% minimum match to the program. The community exceeded this minimum and supported ServiceLink with a 38% match.**

**Without this support ServiceLink would not exist and without whom ServiceLink could not continue to thrive. The following is a list of community partners from around the state:**

- |  |   |
|--|---|
| A Safe Place   | Catholic Medical Center, Community Services                                   |
| AARP   | Centennial Senior Center  |
| Age Quest Elder Care Strategies LLC                  | Center Harbor/Moultonboro Caregivers  |
| Alzheimer's Association of Vermont and New Hampshire | Cheshire County Government  |
| American Red Cross, Emergency Services               | Child Development Center  |
| Area Agency of Greater Nashua                        | Citizens/Consumers  |
| Ask-A-Nurse, CMC, Are you Okay Program               | City of Manchester, Elderly Services Department                               |
| Avis Goodwin Community Health Center                 | COAST Transportation  |
| BEAS District Office: Conway                         | Colby Commons Sr. Meals   |
| BEAS Nashua District Office                          | Community Health and Hospice  |
| BEAS, Manchester Office                              | Community House Calls   |
| Belknap County Nursing Home                          | Community Network Team  |
| Belknap-Merrimack County Community Action Program    | Community Partners  |
| Bow Mills Bank and Trust                             | Community Provider Network of Central New Hampshire                           |
| Bristol Area Senior Services                         | Concord Regional Visiting Nurses Association                                  |
| Bureau of Elderly and Adult Services District Office | Consumer Voice  |
| Carroll County Health and Home Care Services         | Crotched Mountain   |
| Carroll County HealthLine                            | Dartmouth Hitchcock Medical Center  |
| Carroll County Mental Health                         | Department of Health and Human Services, Bureau of Elderly and Adult Services |
| Carroll County Retired Senior Volunteer Program      | DHHS District Office: Conway  |
| Castle Springs Water                                 | Dover Adult Learning Center   |
| Catholic Charities,                                  |   |

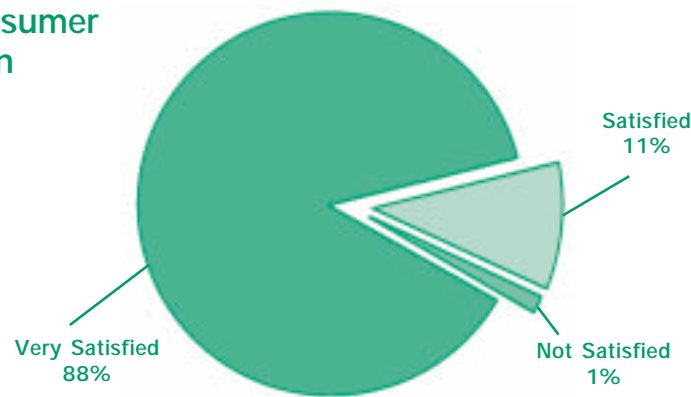
## Continued list of partners.

Durham Housing Association  
Easter Seals New Hampshire  
Echo Valley Village  
Elliot Hospital, Senior Health Center  
Elliot On Call, Are you okay?  
Family Resource Center  
Fix It Program, Manchester,  
Forestview Manor  
Frisbie Memorial Hospital  
Genesis, Behavioral Health  
Gibson Center for Senior Services  
Gilford Lion's Club  
Goodfellas  
Grafton County Senior Citizens Council, Inc  
Granite State Dairy  
Granite State Independent Living  
Great Bay Red Cross  
Greater Nashua Area Committee on Aging  
Groveton Senior Meals/United Methodist Church  
Henniker Pharmacy  
Hillsborough County Sheriff's Department  
Home Health and Hospice Care  
Homemakers of Strafford County  
Horse Meadow Senior Center  
HUB Family Support Center  
Ingram Senior Center  
John H. Whitaker Place  
K&L Candy  
Kearsarge Council on Aging  
Keene Housing Authority  
Keene Senior Center  
Laconia Citizen  
Laconia Housing Authority  
Lake Sunapee Region Visiting Nurses Association  
Lakes Region Community Services Council  
Latin American Center  
Lebanon Housing Authority  
Life Coping  
Linwood Area Senior Services  
Littleton Area Senior Center  
Longevity Planning  
LRGH Auxiliary  
LRGHealthcare  
Manchester Housing Authority, Senior Outreach  
Manchester Mental Health, Elder Wrap Around  
Manchester Regional Committee on Aging  
Manchester Transit Authority  
Manchester West High National Honor Society  
Martin, Lord and Osmand Law Offices  
Mascoma Area Senior Center  
McKee Inn Housing  
McLane, Graf, Raulerson & Middleton  
Professional Association  
Medicine Shoppe  
Meredith Village Savings Bank  
Merriam Graves  
Merrimack County Nursing Home  
Merriman House Nursing Home  
Milford Mill  
Millbrook Inn-Senior Housing  
Monadnock Family Services  
Monadnock Unitedway  
Moultonboro Senior Meal/Senior  
Moultonboro Visiting Nurses  
My Friend's Place  
Nashua Senior Activity Center  
New Beginnings  
New England Emergency Response  
New Hampshire Legal Assistance  
New Hampshire Technical Institute  
New Horizons, food Pantry, Soup Kitchen, Shelter  
New London Hospital  
NH Vocational Technical College-Laconia Campus  
Northern Lights Housing  
Northern Strafford County Health & Safety Council  
Orford Area Senior Services  
Ossipee Concerned Citizens  
Our House  
Parkhurst Place  
Parkland Medical Center  
Parks – Tuttle Financial Services, LLC  
Parrott Avenue Place  
Patrick's  
PC Coach  
Pittsfield Senior Center  
Plymouth Regional Senior Center  
PR Promotions  
Prime Time, Catholic Medical Center  
REAP / Center for Life Management  
Rockingham County Nursing Home  
RSVP  
Sandwich Caregivers  
Seacoast Geriatrics  
Seacoast Hospice  
Seacoast Mental Health Center  
Senior Law Project, Manchester  
Sexual Assault Support Services  
Shaws Supermarkets – Gilford  
Silverthorne Adult Medical Day Program  
Sisters Three  
Souhegan Home & Home Care  
Southeastern NH Services  
Southern NH Medical Center, 55Plus Program  
Southern Strafford Community Health Coalition  
Southwestern Community Services  
St Joseph's Community Services  
St Josephs Hospital, SAGE Program  
Stewart Property Management  
Strafford County Community Action  
Tamworth Caregivers  
Tamworth Community Nurse Association  
Taylor Community  
The Community Council of Senior Citizens  
The Friendship Club for the Physically Handicapped  
The Memorial Hospital  
The United States Postal Service  
TLC Medical Day Care for Adults  
Town of Hillsboro, Human Services Network  
Tri County Community Action Program: Carroll County  
Twin Rivers Intergenerational Program  
United Developmental Services  
United Way of the Upper Valley  
Upper Valley Senior Center  
USDA  
Vaughan Center  
Vic Geary Community Center  
Visiting Nurse Alliance of Vermont and  
New Hampshire  
Visiting Nurse and Hospice Care Services of  
Northern Carroll County  
Visiting Nurses Association of Franklin  
VNA/ Hospice of Southern Carroll County  
Walmart – Gilford  
Wentworth-Douglass Hospital  
WEZS Radio  
Whispering Pines II  
White Birch Community Center  
WMEX Radio  
Wolfeboro Caregivers  
Your VNA

# CONSUMER SATISFACTION

ServiceLink utilizes a statewide Consumer Satisfaction Survey to measure quality of services, as well as to collect recommendations that assure ongoing quality improvements. In SFY 04, over 3,800 surveys were sent to people who received services from ServiceLink. Of the 46% who responded, 88% were very satisfied and 11% were satisfied. Only 1% reported they were not satisfied, primarily because their needs could not be met, i.e., the services were unavailable in their communities.

ServiceLink Consumer  
Satisfaction  
SFY 04



*"I can't say enough about the staff, who went that extra mile. Angels?? Yes they are. The Webster Dictionary describes compassion as sympathy with distress or suffering of another. To me this is ServiceLink."*

— Roland, Belknap County Consumer

*"I have never, ever asked for help before in my life. I was always able to find a way to do everything myself. But as I got older, I realized that everyone would need help at some time in his or her life. When I went to ServiceLink, they were right there for me. Now I have a really nice apartment. It's very homey, and best of all I can afford it. There is nothing I can say that can express how much ServiceLink has helped me."*

— Pat, Belknap County Consumer

*"If it wasn't for ServiceLink's assistance I would not have been able to afford my medications every month. Some months I had to choose which medications I could afford to buy. I no longer need to make that decision."*

*"ServiceLink is the best."*

— Harold, Carroll County Consumer

*"I couldn't live without ServiceLink, as I cannot see to read or write. They are wonderful to me as I am lost in a maze of paperwork."*

— Irene, Carroll County Consumer

## A SHARED VISION...

ServiceLink has been able to maintain its program quality levels despite this fiscal year's decrease in funding by 37% to the program. This is in part due to the support of community partners who share the vision of ServiceLink becoming the "entry point" for information, supported referrals and education about long-term supports. Challenges such as the increasing number of older adults and adults with disabilities, chronic illness, and caregivers, combined with the complexity of today's health care system will undoubtedly increase the demand for consumers seeking education on what their choices are and how to access one

The ServiceLink Resource Center pilot programs will be implemented to help meet the challenges NH will face in the coming decades as well as to foster the national vision for aging and disability resource centers. ServiceLink Resource Center Pilot programs will be started in Belknap and Strafford County with the intent of statewide implementation by 2006. The New Hampshire ServiceLink Resource Center plan is founded on the national model for aging and disabilities resource centers promoted by the federal administration on Aging and Centers for Medicare and Medicaid Services.

ServiceLink Resource Center services are offered free of charge to New Hampshire adults who are 60 and over, or living with a disability or chronic illness and their caregivers and family members. The Resource Center services include: eligibility screening for local services and long term supports such as community-based nursing or other home care and maintenance services, assistance with completion of Medicaid and Medicare applications and identification of transportation options, prescription assistance, assisted living, meals on wheels, programs for family caregivers, and information on nursing facilities. The trained staff of the Resource Center will also help identify service options and can conduct assessments to determine what services and programs people might qualify for.

**Specific operating and programmatic goals for SFY 04/05 include:**

- Maintain the high level of accurate un-biased resources.
- Continue the development of the program, becoming a knowledge based resource system for the State of NH.
- Continue to utilize objective outcome measures to track program effectiveness and ongoing implementation of quality improvement activities.
- Continue to serve and collaborate with statewide disability and senior communities throughout the State.
- Increase utilization of the ServiceLink website [www.servicelink.org](http://www.servicelink.org) as well as to develop ways to measure its effectiveness.
- Increase public awareness about ServiceLink and ServiceLink Resource Centers.



# SERVICELINK PROGRAM COMMITTEE/WORKGROUP MEMBERS:

## COMMITTEE/WORKGROUP

### LEADERSHIP

The purpose of the ServiceLink Leadership Council is to sustain and enhance the mission of the regional ServiceLink programs by coordinating representative decision-making at the state level.

### QUALITY COUNCIL

The purpose of the Quality Council is to:

- Assist with the development of standards of performance;
- Participate in ServiceLink program reviews as a team with BEAS;
- Communicate with regional ServiceLink fiscal and advisory boards on quality matters;
- Share quality information with BEAS, ServiceLink Network, and community partners, and
- Make recommendations to BEAS and ServiceLink Network committees based on assessment of quality information gathered.

### DATA COLLECTION TEAM

The purpose of the data collection workgroup is to:

- Assist with the development of data collection and tools;
- Assist with reviewing and interpreting network data;
- Assist with the Annual Report; and
- Make recommendations in regards to the ServiceLink network to BEAS and program staff.

## MEMBERS

Connie Jones  
Suzanne Kearns  
Maryellen LaRoche  
Becky May  
Gail Merrill  
Claudia Messier  
Dana Michalovic  
Julie Stone  
Keith Thibault  
Margo Weeks

Melinda Feola-Mahar  
Suzanne Kearns  
Patti S. Koscielniak  
Maryellen LaRoche  
Becky May  
Karen Painter  
Yvonne Schulze  
Andrea Steel  
Karen Whitaker  
Connie Young

Susan Deyoe  
Janice Gingras  
Kim Guptill  
Maryellen LaRoche  
Becky May  
Lisa Morris  
Liz Pitrowski  
Yvonne Schulze  
Karen Whitaker

# SERVICELINK LOCATIONS

## **Belknap County ServiceLink**

780 North Main Street  
Laconia, NH 03246  
Phone: 603-528-6945  
Fax: 527-3790

## **Carroll County ServiceLink**

448 White Mountain Highway  
P.O. Box 420  
Chocorua, NH 03817  
Phone: 603-323-9394  
Fax: 323-7508

## **Coos County ServiceLink**

Berlin Senior Center  
610 Sullivan Street, Suite 6  
Berlin, NH 03570  
Phone: 603-752-6407  
Fax: 752-1824

## **Grafton County ServiceLink**

Upper Valley Senior Center  
10 Campbell Street  
Lebanon, NH 03766  
Phone: 603-448-1558  
Fax: 448-3906

Littleton Area Senior Center  
38 Cottage Street, P.O. Box 98  
Littleton, NH 03561  
Phone: 603-444-4498  
Fax: 444-1612

## **Hillsborough County ServiceLink**

### **Manchester**

Easter Seals NH  
555 Auburn Street  
Manchester, NH 03103  
Phone: 603-644-2240  
Fax: 644-2361

### **Nashua**

7 Prospect Street  
Nashua, NH 03060-3990  
Phone: 603-598-4709  
Fax: 883-1568

## **Merrimack County ServiceLink**

2 Industrial Park Drive  
P.O. Box 1016  
Concord, NH 03302-1016  
Phone: 603-228-6625  
Fax: 228-6623

## **Monadnock (Cheshire County) ServiceLink**

20 Norway Ave  
Keene, NH 03431  
Phone: 603-357-1922  
Fax: 352-9365

## **Rockingham County ServiceLink**

### **Seacoast**

30 Maplewood Ave.  
Suite 210  
Portsmouth, NH 03801  
Phone: 603-334-6593  
Fax: 334-6596

### **Salem**

154 Main Street  
PO Box 1363  
Salem, NH 03079  
Phone: 603-893-9769  
Fax: 893-1339

## **Strafford County ServiceLink**

1 Wakefield Street  
Suite 306  
Rochester, NH 03867  
Phone: 603-332-7398  
Fax: 335-8010

## **Sullivan County ServiceLink**

96 Main St.  
P.O. Box 1338  
Claremont, NH 03743  
Phone: 603-542-51778  
Fax: 542-2640